

Local Support for People with Visual Impairment

Patient Information

Orthoptic Department



The Patient Information Leaflets page on the Trust website is available on the link:

<https://www.wwl.nhs.uk/patient-information-leaflets>
or scan the QR code.

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Introduction

This leaflet aims to provide you with information on what support is available to people with Visual Impairment within the local area.

Local Agencies & Services

Eye Clinic Liaison Officer

Open to anyone with a newly diagnosed or longstanding eye condition; provides advice on all aspects of visual impairment, including understanding your eye condition, help and support you may be entitled to, and emotional support tips for independent living. Based onsite at Boston House for face to face enquires; or contact by phone on 07729 080 384 or 03007071171

Email: Laura.orme@rnib.org.uk

Low Vision Clinic

Wrightington, Wigan & Leigh NHS Foundation Trust

Boston House/ Leigh Infirmary - Telephone: 0300 7072310

For help with low vision aids and equipment.

Wigan Council Adult Services Sensory team

Telephone: 01942 828787

Local Support & Social Groups

Wigan, Leigh & District Society for the Blind

Wigan Branch

The group meets on Tuesdays around 11:30am until 2pm at Sunshine House, Wigan

Transport is provided subject to availability. There is no charge made.

Refreshments must be paid for.

Telephone: 01942 242891

Macular Society

Meetings are the First Wednesday of each month at Shevington Methodist Church Hall - 10:30am to 12:00 noon. Ring and Ride is available for this group

There are some speakers, but mostly it's a social group to chat and support each other, whether it be signposting each other for help in a certain area, giving each other confidence e.g. travelling alone on public transport or visiting the theatre or cinema.

You do not need to be registered or a be member of the MD Society; they will help anyone with a visual impairment.

For More Info - Telephone: 01257 401834

Library Activities

Wigan Library Reading Group

Visually impaired reading group (VIP's) - A Reading group for those with visual impairments; there is a wide selection of talking books available in the library for the group to access and discuss. They meet on the first Tuesday of the month, 10.30 until 11.30am

Coffee Morning for people with Visual Impairment or Hearing Impairment

This is a weekly group that runs on a Friday morning 10am-12pm

Talking books

Abridged talking books are available for loan at most libraries in the borough. However, a large collection of talking books, including unabridged talking books, is available at Wigan Library.

Local Resource & Information Centres

Galloway's Society for the Blind

Howick House
Howick Park Avenue
Penwortham
Preston
PR1 0LS

General Enquiries **(01772) 744148**

Email: enquiries@galloways.org.uk

Galloway's Chorley Sight Advice Centre

Galloway's Society for the Blind

1a Farrington Street

Chorley

PR7 1DY

Telephone: 01257 275160

Open 10am until 4pm Tues, Weds & Thursday.

Henshaws Society for the Blind

We provide expert support, advice, and training to anyone affected by sight loss and a range of other disabilities.

Email: info@henshaws.org.uk

Telephone: 0300 222 5555

Henshaws Digital enablement

A fortnightly session that runs at Wigan library to advise people with Visual Impairment on the use of technology and how to maximise it's use, to aid their vision.

These sessions are by appointment only via referral through ECLO, Low Vision clinic or sensory team

National Support Agencies

RNIB

Helpline - telephone 03031 239 999 offers an immediate, expert and confidential service.

Website www.rnib.org

- puts you in touch with specialist advice services
- gives you details of support groups and services in your area
- can also provide you with free information on:
 - eye conditions
 - making the most of your remaining vision - magnifiers, lighting
 - registering as blind or partially sighted
 - benefits and your rights
 - living with sight loss

Monday to Friday - 9am until 5pm.

On Wednesdays - open from 9am until 4pm.

Messages can be left on our answerphone outside of these hours.

Macular Society

Provides Information, support, and advice on living with macular conditions.

Telephone: 0300 303 111

<https://www.macularsociety.org/>

Email: info@macularsociety.org

Glaucoma Association

Our helpline (Sightline) 01233 648 170 is open from 9:30am until 5pm, Monday to Friday. Our helpline advisors will listen to your concerns, answer your questions, and provide sound advice on protecting your sight. If you prefer, you can:

Email: sightline@iga.org.uk and our team will respond via email or call you back.

<https://www.glaucoma-association.com/>

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:



1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?

How We Use Your Information

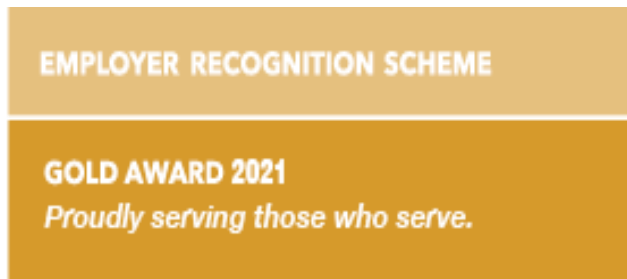
For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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Call 111 first when it's less urgent than 999.



Phone: 0808 802 1212

Text: 81212

www.veteransgateway.org.uk